

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

END OF PROBATION REVIEW (Short Course Provider)

PROVIDER: London Business Training and Consulting

ADDRESS: 7 Pancras Square
Kings Cross
London
N1C 4AG

HEAD OF PROVIDER: Mr Rohit Chandiramani

ACCREDITATION STATUS: Probation accreditation

DATE OF INSPECTION: 19 December 2018

ACCREDITATION COMMITTEE DECISION AND DATE: Awarded full accreditation 1 March 2019

PART A – INTRODUCTION

1. Background to the provider

London Business Training and Consulting (LBTC/the Provider) was established in January 2017 as a private limited company with a single shareholder, who is also the Chief Executive Officer (CEO). It provides business and management related training and consultancy services.

The CEO is responsible for the day-to-day running of all aspects of the Provider. He makes use of various out-sourced services such as marketing, including the development of the website, accounting and has set up a call response service for the office telephone number. The courses are delivered by self-employed consultants. There are no other employed members of staff although an additional member of staff to support the CEO is in the process of being recruited and is due to start work in January 2019.

LBTC aims to meet the business and management training and consulting needs of all individuals and organisations the world over and to deliver an innovative, sustainable and accessible service of premium quality that provides solutions for its clients.

The Provider is located in a serviced venue near King's Cross station, with an overspill facility, from the same management organisation, in Farringdon. Both areas are in central London. The buildings include serviced offices as well as meeting spaces and training rooms, which the Provider can hire as required. The registered office address is the CEO's home address. Bespoke courses for specific clients have been run in Dubai and Kazakhstan although BAC only accredits the face-to-face training course provision offered in the United Kingdom (UK).

2. Brief description of the current provision

LBTC provides a wide range of unaccredited courses in subjects related to business, management and finance. The courses are targeted at delegates from West Africa, South East Asia and the Middle East. Examples of the specific areas covered are leadership and inter-personal skills, human resources, accounting, banking, operations and project management, marketing public relations and sales, administration and secretarial skills and information systems.

The courses can be run as open programmes for delegates from any organisation or as bespoke courses designed to meet the specific requirements of individual clients. The bespoke courses can also be run at the client's own premises. The duration of the courses is flexible, for example, a course in strategic human resources management can be run as a two-week course, covering introductory and advanced content, or split into two one-week courses or run as separate days, depending on the client's requirements.

At the time of this inspection, there were seven courses running with a total of 26 participants. The courses were Administrative Management for Personal Assistants, Advanced Dynamic Office Management and Administration, Business English, Learning and Development Practice, Operations Strategy, Procurement - Core Concepts and Public Sector Leadership. All the delegates were mid- to senior-level professionals and the majority were male. All the participants were over the age of 18. They came from a range of countries including Qatar, Uganda, Saudi Arabia, Oman, Nigeria and Belgium.

3. Inspection process

The inspection was carried out by one inspector over half a day. The inspector had meetings with the CEO, a sample of the participants, and one of the self-employed consultants. A tour of the Farringdon premises was carried out and four training sessions were observed. Various supporting documentary evidence was scrutinised. The Provider co-operated very well with the inspection process.

4. Inspection history

Full Inspection 22-23 November 2017

Mid-way probation review 14 August 2018

PART B – JUDGMENTS AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the provider.

1. Significant changes since the last inspection

A new full-time member of staff is in the process of being recruited to the role of Service Operations Manager and is due to start in January 2019. This role will support the CEO and will provide the main contact point for the participants before, during and after they have been registered on courses. This will enable the CEO to focus on business development.

Due to the number of courses running, additional training space is being rented in Farringdon. These premises are managed by the same organisation as the main premises in King's Cross. As a result, the quality of the premises in Farringdon is high and comparable with the premises in King's Cross.

2. Response to actions points in last report

The Provider must develop and implement an appropriate formal lesson observation process for all consultants in order to share best practice and ensure the continuing high quality of delivery.

An appropriate formal lesson observation process has been developed and implemented. The CEO has carried out a total of nine observations covering six consultants and plans to carry out two observations of each consultant each year. A suitable template to record the outcomes of an observation has been developed. It has a set of good criteria, against which the consultants' strengths and areas to develop are assessed. These criteria are shared with the consultants in advance to provide transparency. The finalised record is sent to the consultant who can discuss the results with the CEO. The observation template does not include a formal action plan to ensure that any areas to develop are followed up effectively.

3. Response to recommended areas for improvement in last report

The Provider should include a reference to its procedures to minimise the risks of radicalisation and extremism in the delegate information and provide appropriate training for the staff and consultants.

The information sent to the participants includes an appropriate reference to radicalisation and extremism. The CEO is booked onto a suitable training course. He has plans in place to ensure that the new member of staff and the consultant team are briefed accordingly so they are aware of how to spot signs of radicalisation and extremism and take appropriate action.

LBTC is recommended to consider setting measurable targets for delegates' feedback scores to ensure continuing improvement.

The CEO has shared the results of the participants' feedback with the consultants in a meeting. They now have more feedback data to analyse and the collation system allows for an easy calculation of average scores. A suitable target average score has been set and achievement against this target will be monitored regularly.

The Provider should include specific information for international delegates to access prior to arrival so that they know what to expect on arrival in London.

The joining instructions that are sent to participants now include useful pre-arrival information. The information includes details about accommodation, the weather, currency, security, transport information with useful internet links and telecommunications. As a result, the participants have good information to facilitate their stay in London and to enable them to settle quickly into their course.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The CEO is effective and responsive to suggestions for improvement. He works well, with his consultants, to ensure that meeting the participants' needs is the key driver of the policies and procedures and the way the Provider operates.

The participants confirmed that the course registration system works well and that they received prompt responses and appropriate support at all times. The procedures for registering participants are robust and ensure that the courses on which they register meet their needs and that the participants have the right level of English language skill.

Data collection and collation systems are very effective. They make good use of electronic methods to maintain and analyse the data to assist with the management of the Provider's performance.

The consultants meet regularly as a team to share ideas and to suggest improvements. The consultants confirm that the CEO has a focus on continuous improvement and listens to their ideas. He takes appropriate action on the basis of their feedback. Inspection findings confirm this view.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The training programmes are well managed. The CEO uses a defined process to rank the training rooms that are available against what is required for the successful delivery of each course. As a result, rooms are allocated appropriately. The consultants receive clear information about the programme content and what they should cover each day. They also get details about the participants, their backgrounds and learning objectives. This enables them to tailor their delivery well to meet the participants' needs.

The consultants are very well qualified and experienced. They confirmed that they enjoyed the opportunities to meet as a team and share ideas which aids transparency. They confirmed that their training delivery was observed by the CEO and that they received useful feedback. There is no formal mechanism for sharing the good practice which has been identified through the observation process.

The quality of the training is excellent. The consultants make very good use of a range of interactive activities, including role play, pair work, practical exercises, question and answer sessions, demonstrations and discussion to engage the participants. They give good feedback to the participants who are clearly enjoying the sessions. The rapport between the consultants and the participants is very positive. As a result, the participants are making good progress and are learning new concepts and are able to relate these to their own work experience very well.

Participants confirmed that the quality of the training exceeded their expectations and that they were gaining knowledge that they could take back and use in the workplace.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The participants confirmed that they received good information before they arrived and that they were well supported, for example, regarding accommodation. The information in the joining instructions was very helpful and, as a result, they knew what the course was going to cover. They confirmed that the quality of the training was exceeding their expectations.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The premises in both locations are of a high quality. The common areas and the training rooms are very well resourced and provide a very comfortable working and learning environment for the staff and participants.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes

No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The Provider is very well managed and, consequently, the courses meet the needs of the participants very well.

The consultants are very experienced and provide a high-quality learning experience, which fully engages the participants both in group and one-to-one settings.

There are very good quality assurance mechanisms that contribute well to the effective development of the provision.

ACTIONS REQUIRED

None

High

Medium

Low

RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)*

It is recommended that the lesson observation template is extended to include a formal action plan to ensure that any areas to develop are followed up effectively.

The Provider should ensure that all the staff, including the consultants, are trained appropriately so that they know how to spot signs of radicalisation and extremism and can take appropriate action if required.

The Provider is recommended to set up a formal mechanism for sharing the good practice that has been identified through the observation process with the consultant team.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE